

SIVA KRISHNA

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PROFESSIONAL SUMMARY

- Overall 5+ years of experience in Salesforce Development, Administration, Configuration, customization
- Good Understanding of salesforce.com, Sales Cloud, Service Cloud, App Exchange and Salesforce Communities.
- Working in Sales, Service, Service and community Cloud of Customer Portal and Salesforce Chatter.
- Expertise in SFDC Development, Apex, Classes, Controllers, Triggers, Indexes, Tabs, Custom Objects, Roles, Profiles, Page Layouts, Org - Wide default, sharing rules, Process builder, Connect API, Chatter, and quick Action.
- Experience in Salesforce.com CRM Integration and deploying custom integration solutions using Apex Classes, Apex Triggers Integration, Visualforce pages.
- Proficient in optimizing Workflows, Approval processes, and Sharing rules as per the functional needs of the business.
- Experience working on case management, web-to-lead, Web-to case, Email-to-case by using service cloud application.
- Installed Salesforce AppExchange Apps, configured and maintained User security permissions in compliance with organizational needs.
- Skilled at generating and customizing data mining, Analytical Snapshots, Dashboards and Reports with Lightning.
- Strong experience with SFDC configuration and customization. Programming with Apex APIs, Apex Web services (REST), Apex Triggers.
- Worked on VF pages like Standard Controller, Custom Controller as well Sites on Visual Force Pages.
- Expertise in Salesforce Security model, Workflow Approvals, Data Validation, data utilities, analytics, sales, Marketing, Customer Service, and Support Administration.
- Responsible for Customization of the Salesforce Sales Module for capturing the Lead Generation, Accounts, Opportunities.
- Extensively worked on Salesforce.com customization using the Classes, Standard Controllers, Custom Controllers, Controller Extensions.
- Experience in Field service lightning (FLS) to manage mobile app workforce, scheduling task, contract, and optimization from a managed package.
- Expertise in ITIL Service Operations Incident, Problem & Change Management includes monitoring servers, scheduled batch, hot fix, ad-hoc requests, analyzing, tracking, and mitigating the Project Risks.

- Experienced in migrating the standard and custom objects in standard experience to lightning experience.
- Implement Security (Object, Field & Record level) using Profiles, Roles & Sharing Model settings.

TECHNICAL SKILLS

Salesforce Technologies	Salesforce CRM, Salesforce SFA, APEX Language, Classes, SOQL, SOSL, Visual Force (Pages, Components and Controllers), APEX Data Loader, Dashboards, Workflow & Approvals, Analytic Snapshots, Custom Objects.
Salesforce Tools	Force.com Data Loader, Force.com Excel Connector, Force.com Connect for Outlook, Force.com Platform (Sandbox and Production), Force.com Migration Tool, Force.com Explorer, Workbench
Custom Integration	Outbound messages, Workflow & Approvals, Field updates, Reports, Custom objects, Custom settings, Custom labels & tabs, Email Services, Role Hierarchy, Dashboards, Security controls, APEX Exchange Package & Custom Application and Sandbox data loading
Software Methodologies	Agile, Scrum, Kanban, Waterfall
Programming Languages	Java, C, C++
Operating Systems	MS Windows, Macintosh, UNIX, LINUX
Web Design tools	HTML, XML, CSS, JavaScript
Documentation tools	MS Word, Documentum, MS Excel, MS PowerPoint, MS Outlook, DocuSign, Jira

EDUCATION

- B Com from Sabarmathi University

PROFESSIONAL EXPERIENCE

- Working as Salesforce Developer in TCS from Jan 2018 to Till Date

Client: Nikalogic Inc
Salesforce Developer

This project “Delight” at Salesforce is to integrate Apptus into Salesforce. This Integration helps sales people to create all type of quotes automatically. This Integration is one of the

most prestigious projects in Salesforce. After this Integration all the Renewals, Upgrades, Swaps and License Transfers will be taken care automatically

Responsibilities:

- Involved in Salesforce.com Application Setup activities and customization to match the functional needs of the organization.
- Implemented the requirements on Salesforce.com platform using APEX and Visual Force.
- Involved in Integration of Apptus into Salesforce.com for Quoting.
- Implemented convert quote API which convert quotes into Contract and Orders.
- Implemented Report API. Pulled data from reports and populate various objects using a custom button.
- Worked with various salesforce.com objects like Accounts, Contacts, Opportunities, Contracts, Orders etc.
- Implemented Application Security using Profiles, Roles and FLS.
- Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
- Developed Apex Classes, Triggers, and Controller Classes for various functional needs in the application.
- Developed integrations using SOAP and REST Web Services.
- Developed Visual Force Pages for Wizard Style Screens
- Developed and deployed workflows and approval processes for opportunities and products/assets management.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
- Performed the roles of Salesforce.com QE/ Developer in the organization.
- Worked in Data Migration from Traditional Applications to Sales Force Using Data Loader Utility.
- Used the sandbox for testing and check in the code to Perforce tool and from this tool code migrated to higher environments using ant scripts.
- Interacted with the Salesforce.com CAS team on a regular basis.

Environment: Salesforce, Web Services (SOAP / REST API), Apex, Visual Force, Triggers, Workflows, Report API, Perforce, Workbench, Apex Data Loader, UNIX, SOQL, Ant scripting.

Client: Cerritos, CAJul
Salesforce Administrator/Developer

Responsibilities:

- Responsible for gathering business requirements and overall smooth delivery of the projects.
- Created business requirement documents, system requirement documents and maintain Agile Boards, and User Stories in JIRA.
- Added Lightning Component to Lightning Pages and Record Pages. Have worked on Apex classes, Visualforce Pages, Controller and Apex Triggers for various functional needs in the application.
- Created custom Report types and Dashboards so that users can generate reports and visualize data on dashboards.
- Created and used Email Templates in the form of E-mail alert to fulfill business requirements.
- Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
- Involved in using lightning Process Builder and Workflows. Worked on customization of visual force to have Lightning Experience for desktop and mobile applications.
- Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
- Worked on Lightning Process builder flows, Chatter and quick Action.
- Worked on reviews of Technical Deliverables during the project verification phase and Quality Control phase.
- Fixed defects raised by business and Testing COE · Release Management

Environment: Salesforce.com, Force.com, Apex Classes, Controllers, Data Migration, SOQL, Workflow & Approvals, Lightning Process Builder, Lightning Components.

Client: American Advisors Group (AAG)
Salesforce Administrator/Developer

Responsibilities:

- Interface with internal business customers to understand evolving business requirements that drive the need for new and/or modified information systems and/or technologies.
- Coordinate with third-party service providers to evaluate & implement cost-effective IT solutions within confines of approved service expenditure levels & approve infrastructure change controls for all additions and/or modification.
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.

- Maintained users, roles, profiles, sharing rules and public groups as part of managing security on SFDC.
- Assigned Permission sets to users to give access to various applications in the Org.
- Organized Daily Scrum meetings with all the team members to check whether we are in same page. Participated in the bug review meetings, updated requirements document as per business user feedback and change in functionality of the application.

Environment: Salesforce.com, Force.com, SOQL, Workflow & Approvals, Lightning Process Builder, Email services, AppExchange, Profiles, and Permission sets, Relationships, Validation Rules.